



Employment & Independence

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Case Service Memo: 2010-08

Subject: State Audit Finding- All Services Included In The IPE
To: All Staff
From: Kyle Walker, Case Service Director
Date Issued: 09/29/2010
Effective Date: 09/29/2010

Purpose: The purpose of this Case Service Memo is to provide guidance and correct control deficiencies identified by the State Fiscal Year 2010 State Auditor findings. These findings included the provision of services that were not written in a signed IPE.

Policy Clarification: Case Service Manual, Chapter 10, Section 12, states that "All VR services provided must be written on the IPE." Failure to include all services provided in the IPE can result in noncompliance and questioned costs.

DRS has implemented systems to ensure compliance with this policy that include placing control codes on IPE's and having built software systems that double check control code IPE inclusion at the time of authorization. Additionally, it is the expectation that VR Counselors and Office Specialists double check that a requested service is in the IPE prior to the generation of an authorization. Finally, it is the expectation that Supervising Counselors and District Directors are conducting timely and thorough "Post Authorization Reviews" that include assurances that the services being authorized for are included in the IPE prior to approval.

District Directors are expected to implement office protocols that ensure all services are included in a signed IPE prior to the generation of an authorization for the service.

Staff Training: These requirements are included in Basic Counselor Orientation Training, Office Specialist Training, and Bill Payment training. Case Service will also address this issue with DRS Case Service management on November 18, 2010 to ensure compliance.